# INITIAL EVALUATION for the MHSA FULL SERVICE PARTNERSHIP OUTCOMES ASSESSMENT

Performance Outcomes & Quality Improvement

#### Overview

- Context of the Full Service Partners
- Outcomes Assessment
  - FSP Forms & Methodology
  - Accessing the FSP Outcomes Assessment Forms
- Data Submission to DMH
  - Options for Submitting FSP Data to DMH
  - Initial Setup: Requesting ITWS Authorization
  - Submitting Data to DMH
    - Option 1: On-Line Data Entry
    - Option 2: XML Data Submission
- Getting Data Back
- DMH Staff Contact Information

# Context of the Initial Evaluation of Full Service Partners

#### PERFORMANCE MEASUREMENT

#### PUBLIC / COMMUNITY- IMPACT LEVEL

(Evaluation of Global Impacts and Community-Focused Strategies)

Mental Health
Promotion,
Mental Illness
Prevention &
Awareness

Mental Health
System
Structure /
Capacity in
Community

Community
Reaction /
Evaluation /
Satisfaction with
regard to mental
health system

Large-Scale Community Indicators

#### MENTAL HEALTH SYSTEM ACCOUNTABILITY LEVEL

(Evaluation of Community Integrated Services and Supports - Program/System-Based Measurement)

Monitoring /
Quality
Assurance /
Oversight
(multistakeholder
process)

Client / Family
Satisfaction /
Evaluation of
Services and
Supports

Staff / Provider
Evaluation /
Satisfaction
with regard to
mental health
system

#### INDIVIDUAL CLIENT LEVEL

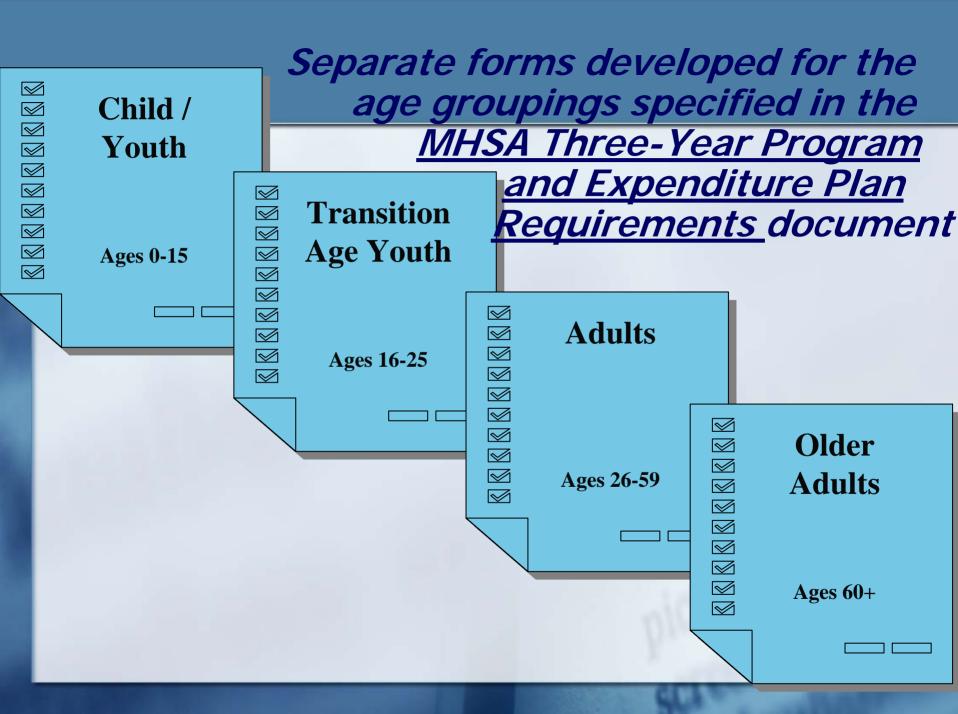
(Evaluation of Community Integrated Services and Supports - Individual Client Tracking)

Client and Services Tracking

Individual Client Outcomes Tracking

Levels are not intended to be hierarchical. Each level is important for a comprehensive approach to performance measurement.

# MHSA Full Service Partnership Forms & Methodology



#### MHSA FULL SERVICE PARTNERSHIP FORMS

The forms will gather:

History/Baseline data:

Partnership Assessment Form (PAF) –

Completed ONCE, when partnership is established

#### Follow-Up data:

**Key Event Tracking Form (KET) –** 

Completed when change occurs in key areas

Quarterly Assessment (3M) –

Completed every 3 months

#### PARTNERSHIP ASSESSMENT FORM

### Completed ONCE, when a partnership is established.

History and baseline data for the following areas:

- Residential (includes hospitalization & incarceration)
- Education
- Employment
- Sources of Financial Support
- Legal Issues / Designations
- Emergency Intervention
- Health Status
- Substance Abuse
- ADL / IADL Older Adults Only

#### KEY EVENT TRACKING FORM

## Completed every time there is a change in the following key areas:

- Administrative Information
- Residential (includes hospitalization and incarceration)
- Education
- Employment
- Legal Issues / Designations
- Emergency Intervention

#### **QUARTERLY ASSESSMENT FORM**

## Completed every 3 months to assess changes in:

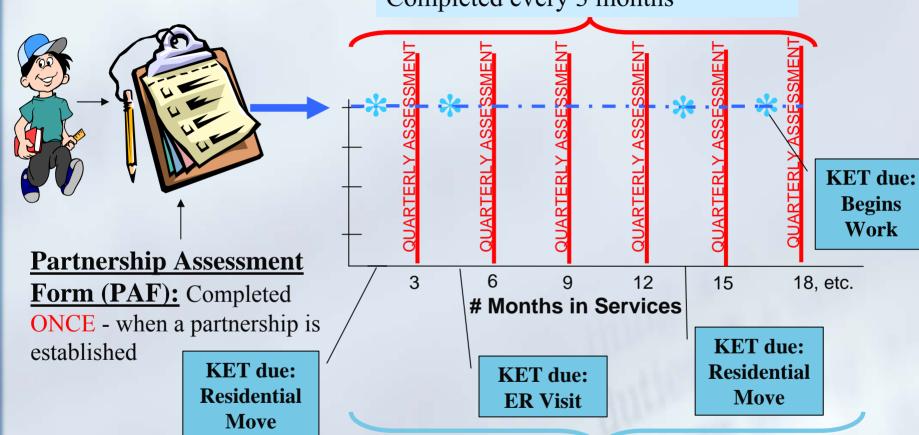
- Education
- Employment
- Sources of Financial Support
- Legal Issues / Designations
- Health Status
- Substance Abuse
- ADL / IADL Older Adults Only

Partnership Assessment Form (PAF)	Key Event Tracking (KET)	Quarterly Assessment (3M)
Administrative Information	Administrative Information	Administrative Information
Residential (includes hospitalization & incarceration)	Residential (includes hospitalization & incarceration)	
Education	Education	Education
Employment	Employment	Employment
Sources of Financial Support		Sources of Financial Support
Legal Issues / Designations	Legal Issues / Designations	Legal Issues / Designations
Emergency Intervention	Emergency Intervention	
Health Status		Health Status
Substance Abuse		Substance Abuse
ADL / IADL - Older Adults Only		ADL / IADL - Older Adults Only

#### Timeline: Form Administration

#### **Quarterly Assessment Form (3M):**

Completed every 3 months



#### **Key Event Tracking (KET):**

Completed each time a change takes place

#### Review:

#### FORMS AVAILABLE FOR 4 AGE GROUPS:

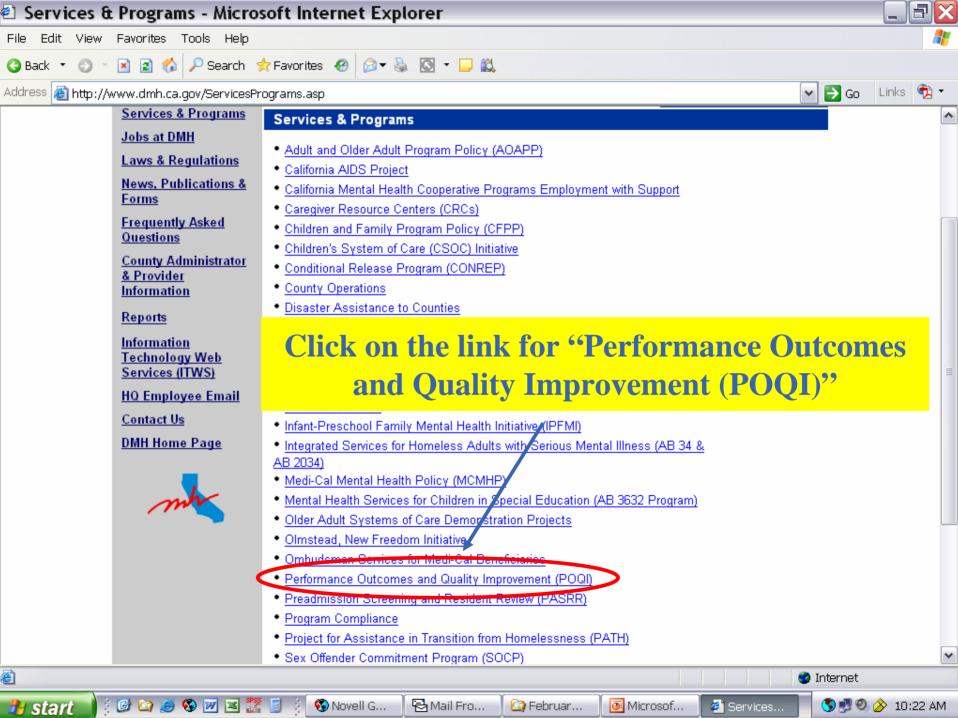
- Child/Youth (ages 0-15)
- Transition Age Youth (ages 16-25)
- Adults (ages 26-59)
- Older Adults (ages 60+)

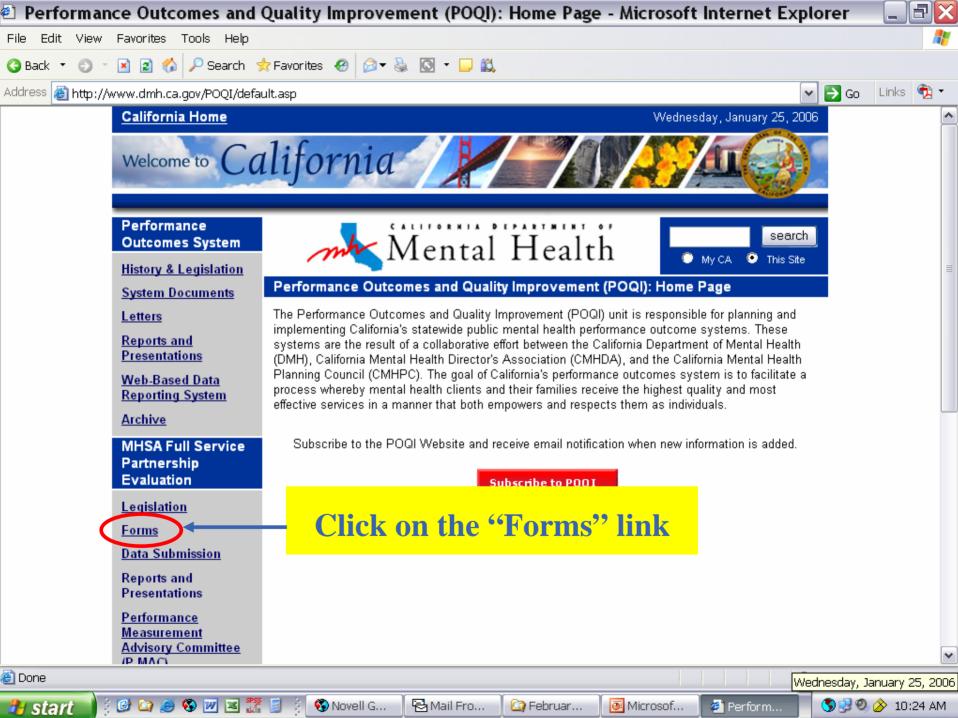
#### 3 TYPES OF FORMS:

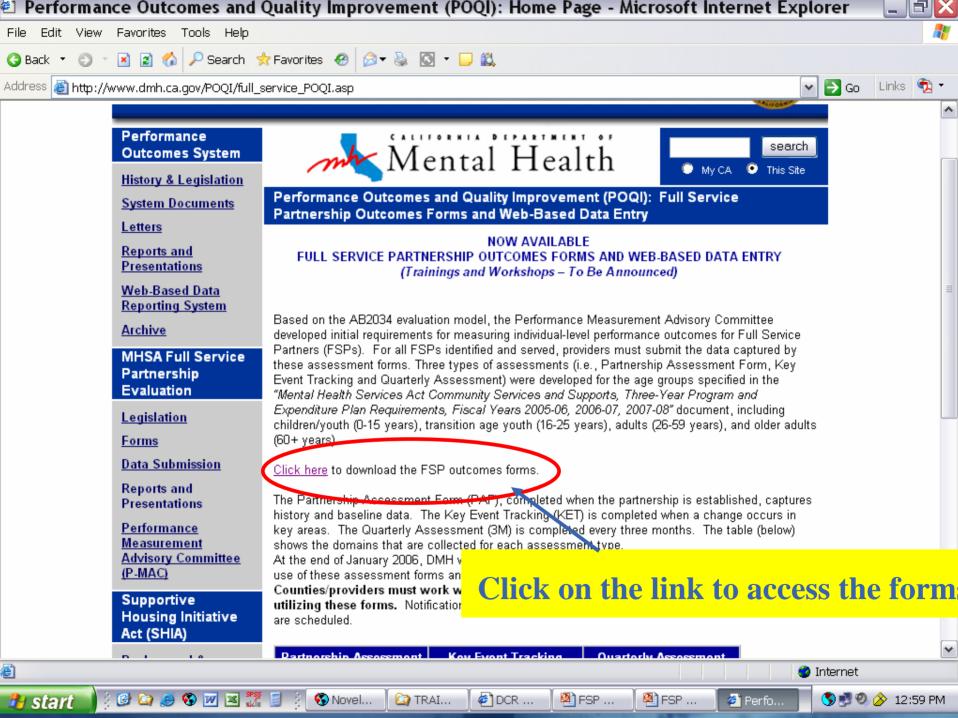
- Partnership Assessment Form
  - completed ONCE, when the partnership is established
- Key Event Tracking Form
  - completed EACH TIME THERE IS A CHANGE in a key event
- Quarterly Assessment Form
  - completed EVERY THREE MONTHS, starting from the date the partnership was established

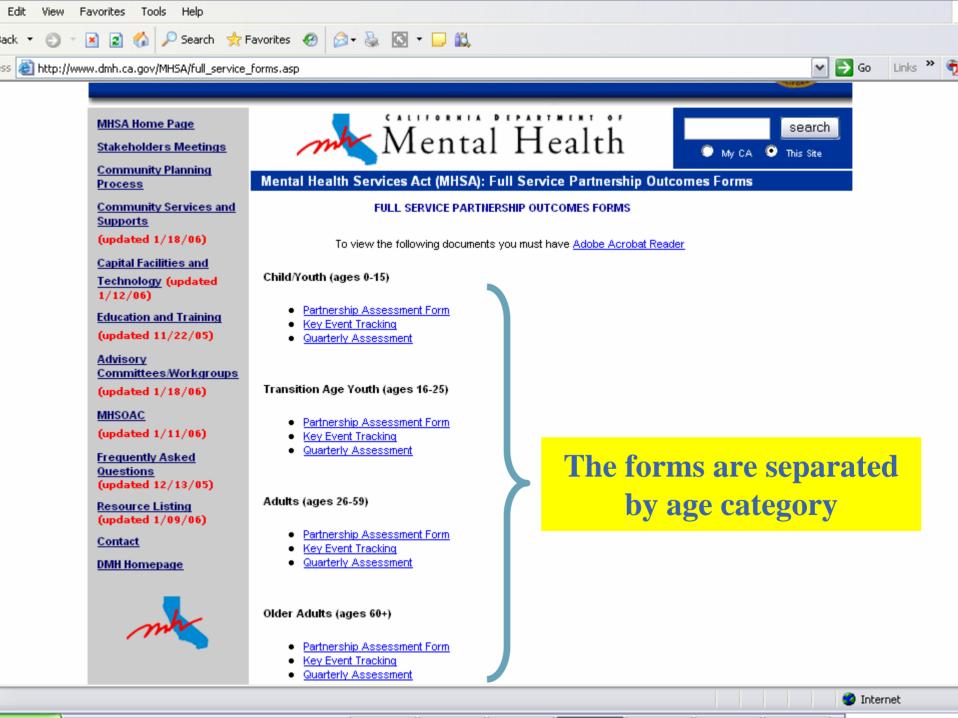
#### Accessing the FSP Outcomes Assessment Forms











#### Downloading the FSP Outcomes Assessment Forms

To view the FSP forms, you must have Adobe Acrobat Reader

Adobe Acrobat Reader can be downloaded from the following website: http://www.adobe.com/products/acrobat/re adstep2.html

# Options for Submitting FSP Data to DMH

#### Data Collection & Reporting System (DCR): Getting Data to DMH

#### **Option 1: DMH On-Line System**

County submits data directly to DMH using a DMH designed on-line, key-entry system. **DMH maintains the data system** and makes all updates.

#### **Option 2: Local System Data Reporting**

County collects data using their own technology.

County submits data via XML (Extensible Markup Language). County is responsible for maintaining their own data system and making all updates.

#### **Option 1: DMH On-Line System**

- Phase 1: Available January 1, 2006
  - Allows data submission and batched data return
  - Provides basic HTML interface with limited error checking and validation functionality
- Phase 2: Available Summer 2006
  - Allows editing of submitted data
  - Allows query and reporting capability
  - Performs County Client Number verification against CSI data
  - Provides real time data download capability
  - Performs stringent data validations during data entry
  - Provides user friendly interface
  - Allows XML schema based integration
  - Provides "tickler" mechanism to track when reviews/assessments are due

#### DMH's On-Line System (Phase 1)

# INITIAL SETUP: REQUESTING ITWS AUTHORIZATION

#### Counties Maintain ITWS Users

- Each county has a designated 'Authorizor'
- When a new county user enrolls, the 'Authorizor' will receive an email notification
- The 'Authorizor' will then log onto the ITWS and either accept/reject the request
- The new user will then receive an email that states whether or not his/her request was approved

#### DMH's On-Line System (Phase 1)

#### **On-Line Data Entry**



🔝 🞒 http://www.dmh.ca.gov/

**DMH Website Address:** 

www.dmh.ca.gov

#### Welcome to California

#### **About DMH**

**State Hospitals** 

California riome

Services & Programs

Jobs at DMH

Laws & Regulations

News, Publications & Forms

Frequently Asked Questions

County Administrator & Provider Information

#### Reports

Information Technology Web Services (ITWS)

**HQ Employee Email** 

**Contact Us** 

**DMH Home Page** 

#### Department of Mental Health

<u>Need Immediate Help?</u> - Statewide 24 Hour Mental Health Crisis Hotline

<u>California Care Network</u> - Mental Health Care Facilities Search <u>Need Help with your Medi-Cal Mental Health Services?</u> Visit Ombudsman Services

#### What's New



- ▶ RFQ #05-75441-000 Intent to Award Notice
- ► As of January 1, 2006, prescription drug coverage for those covered by Medicare will change. You can learn more about the program changes online, including what options are available to you.

# My CA This Site MHSA Click Here Mental Health Services Act Information Technology TVS Web Services

#### Featured DMH Links:

- Mental Health Services
   Oversight and
   Accountability
   Commission (MHSOAC)
- HIPAA : Health
   Insurance Portability &



Click on the "Information Technology Web Services (ITWS)" link

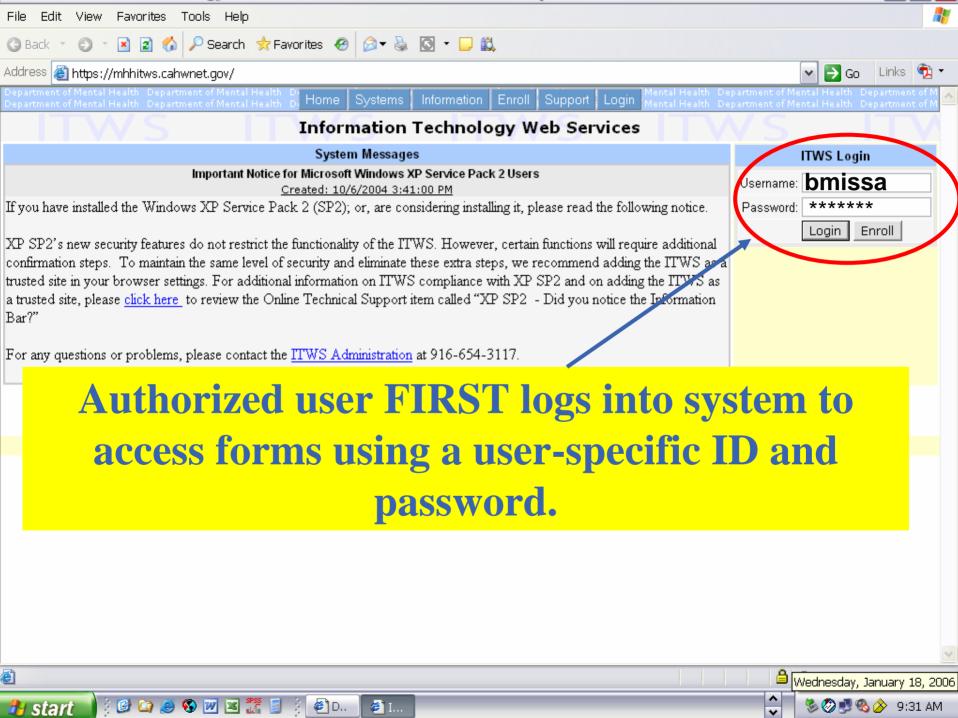


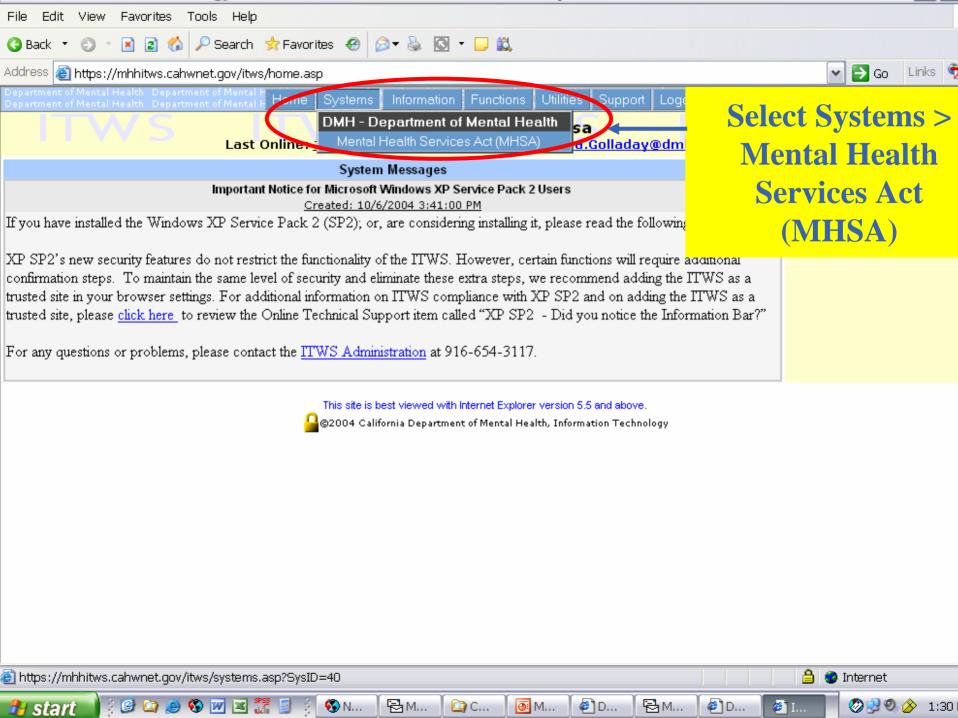
▶ Latest

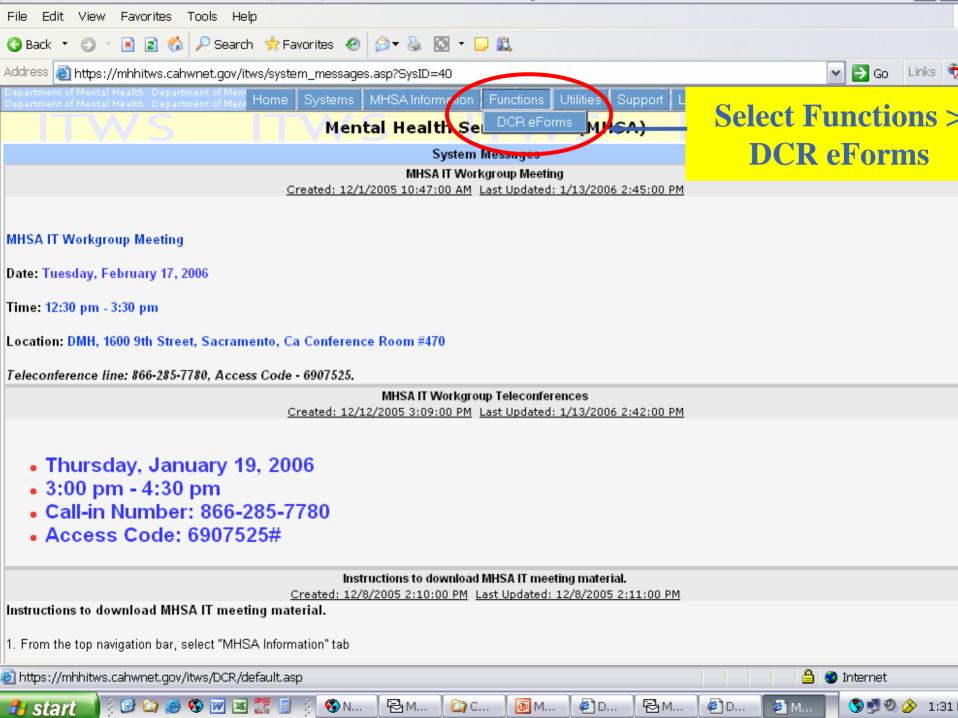
◆ Full Service Partnership Outcomes Forms and Web-Based Data Entry Now Available (new Departments

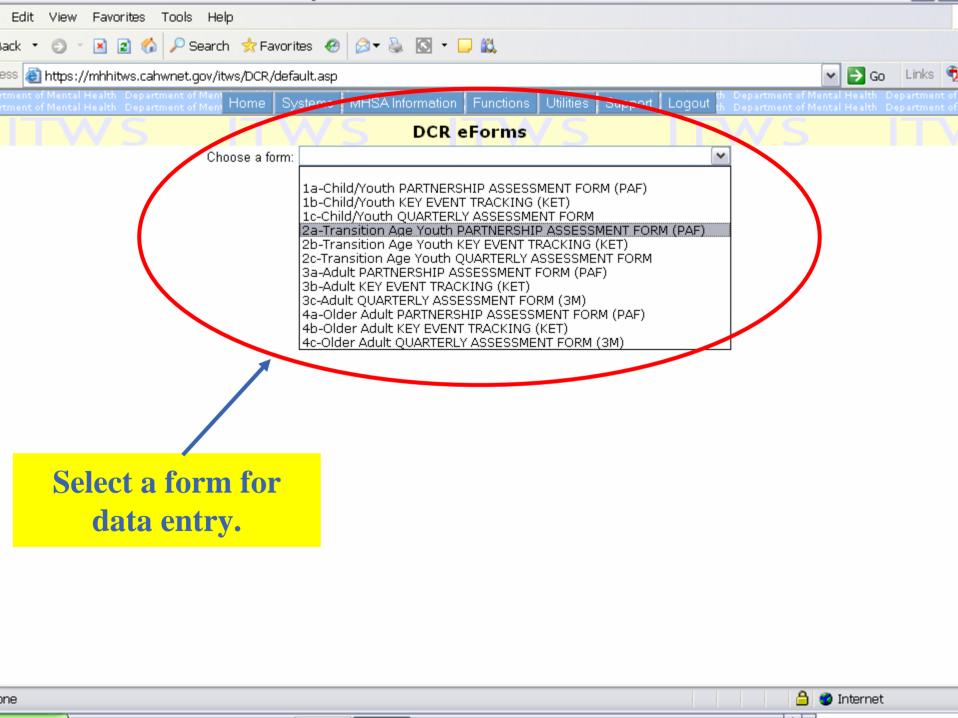
Other State Mental



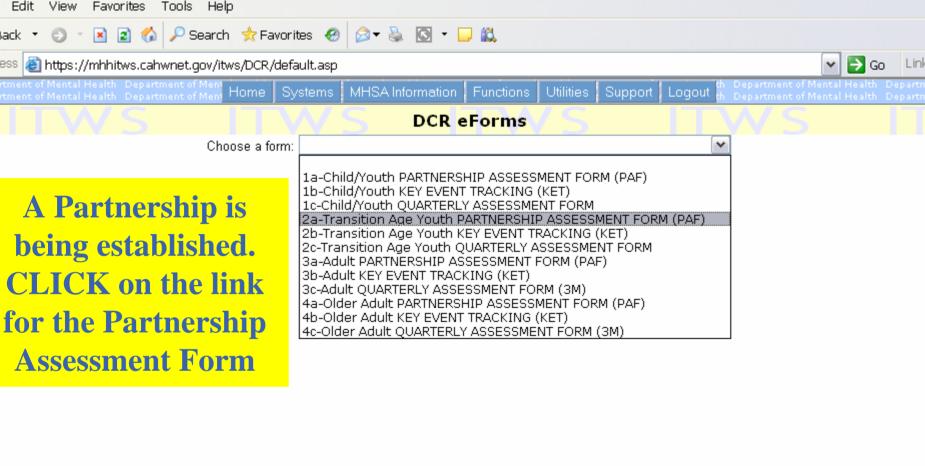


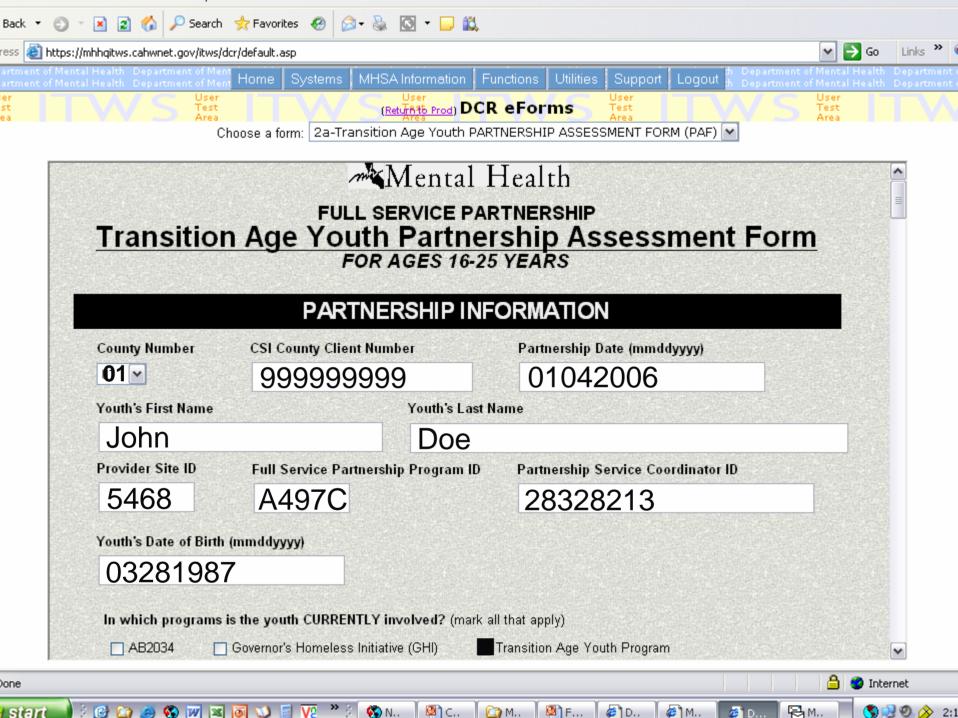


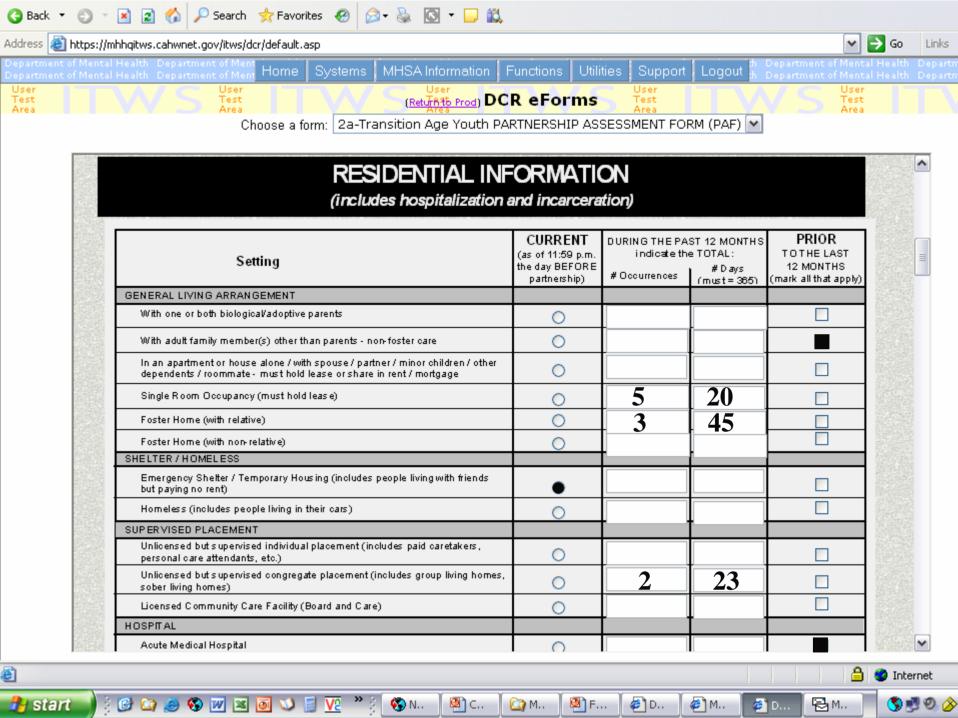


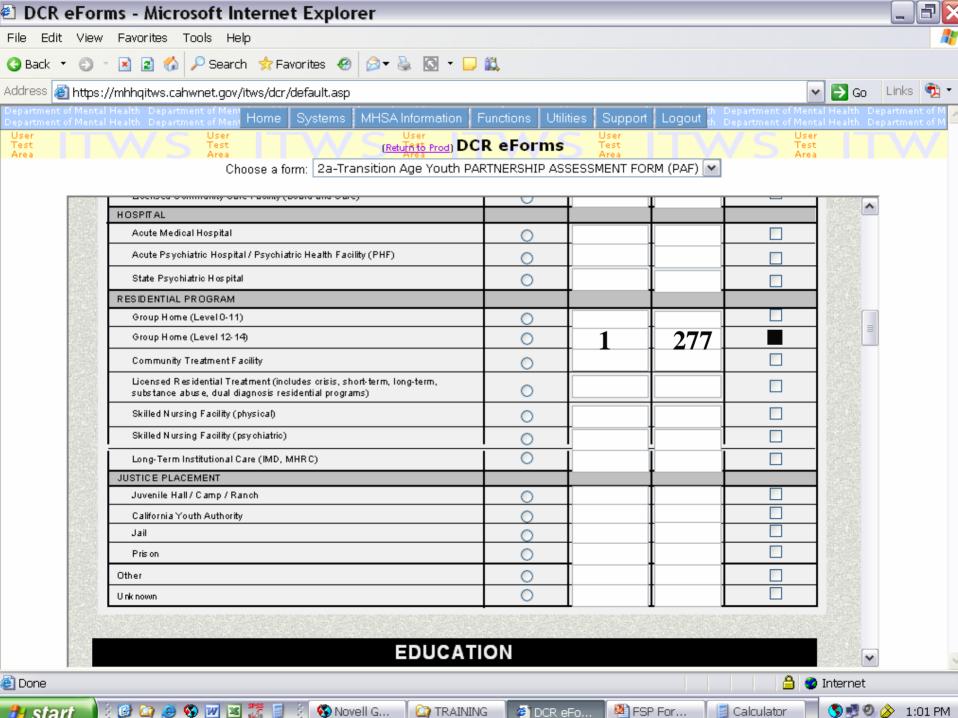


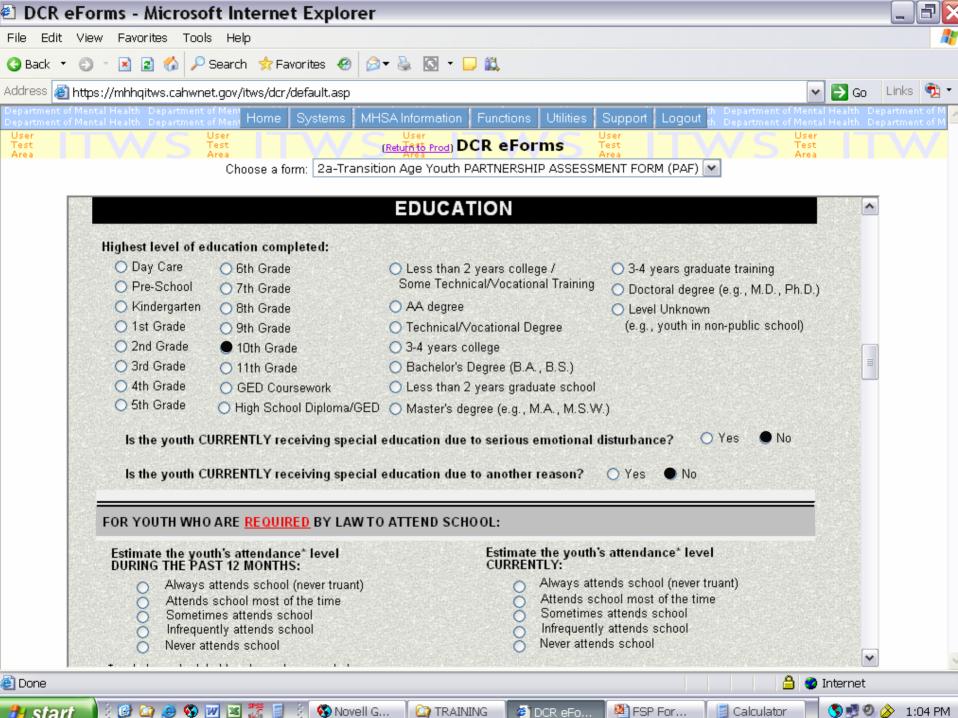


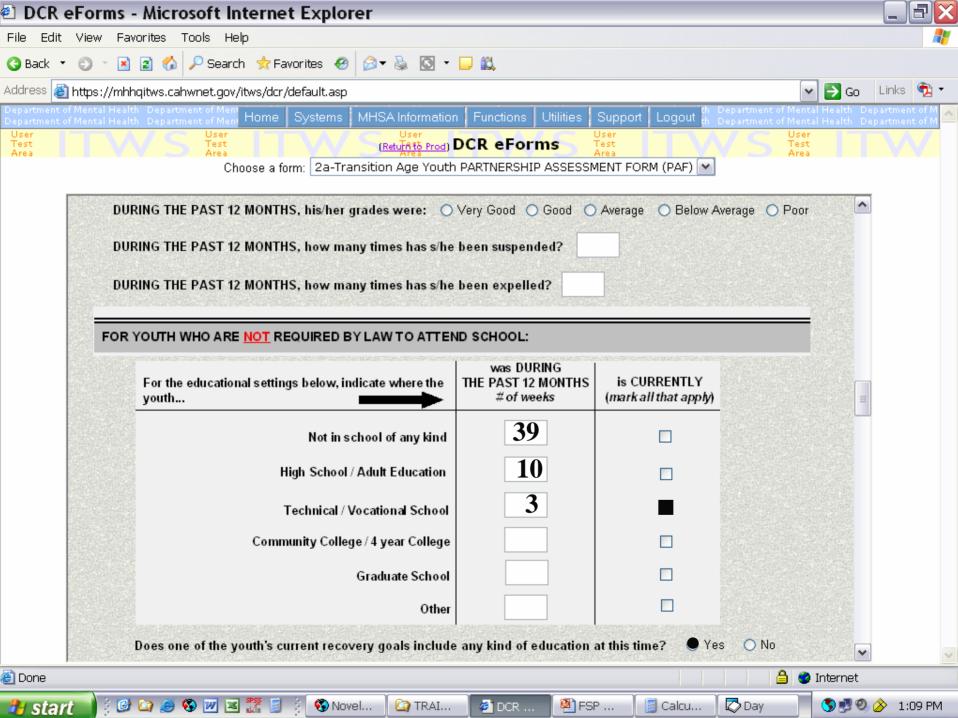


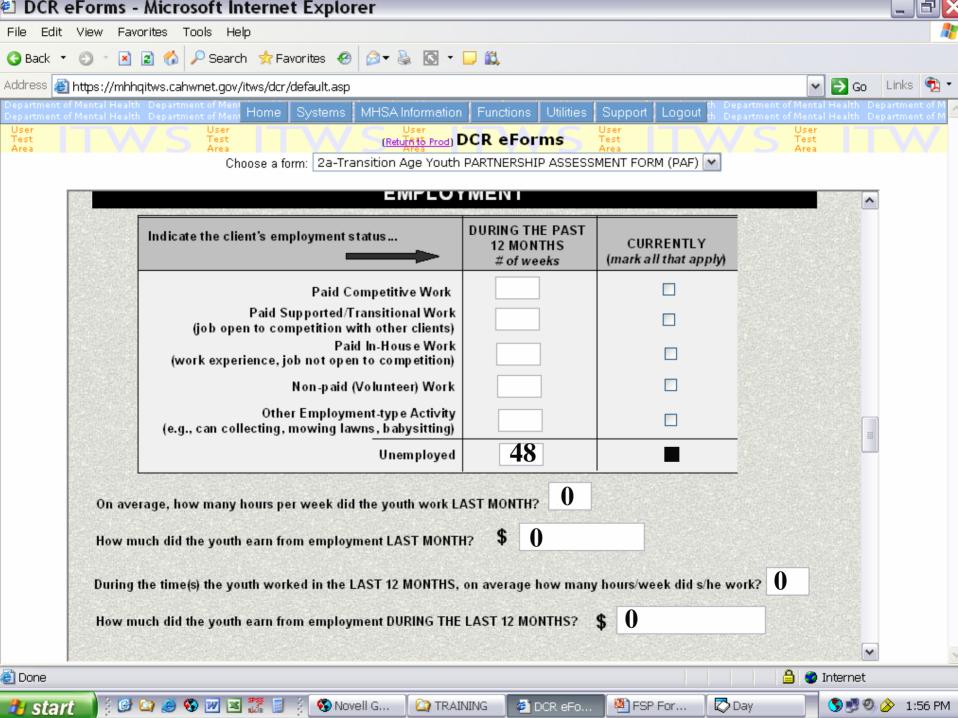


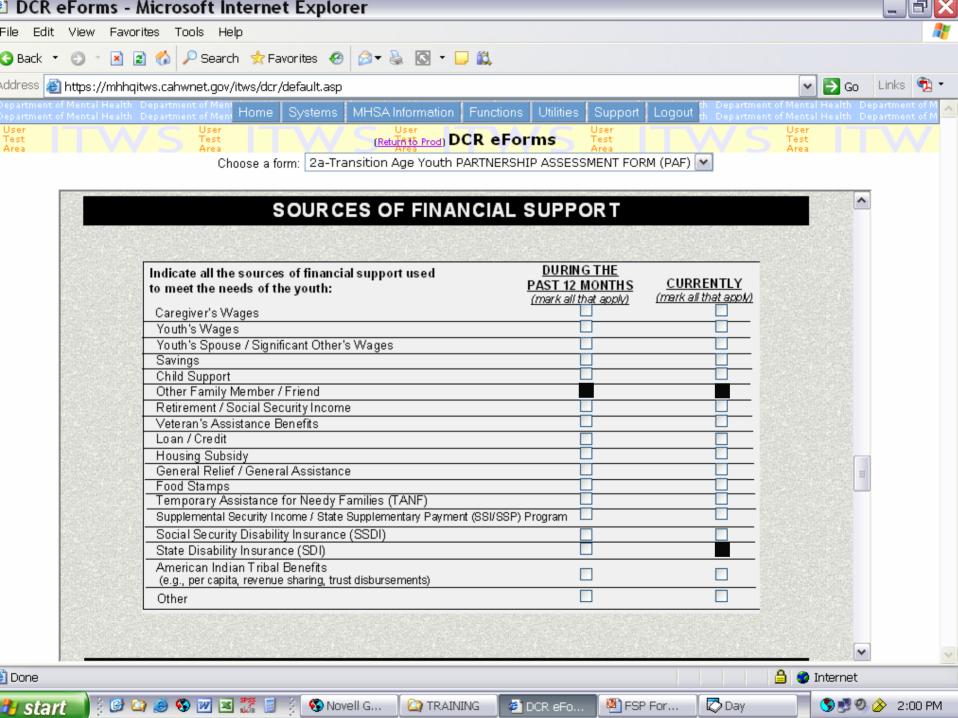


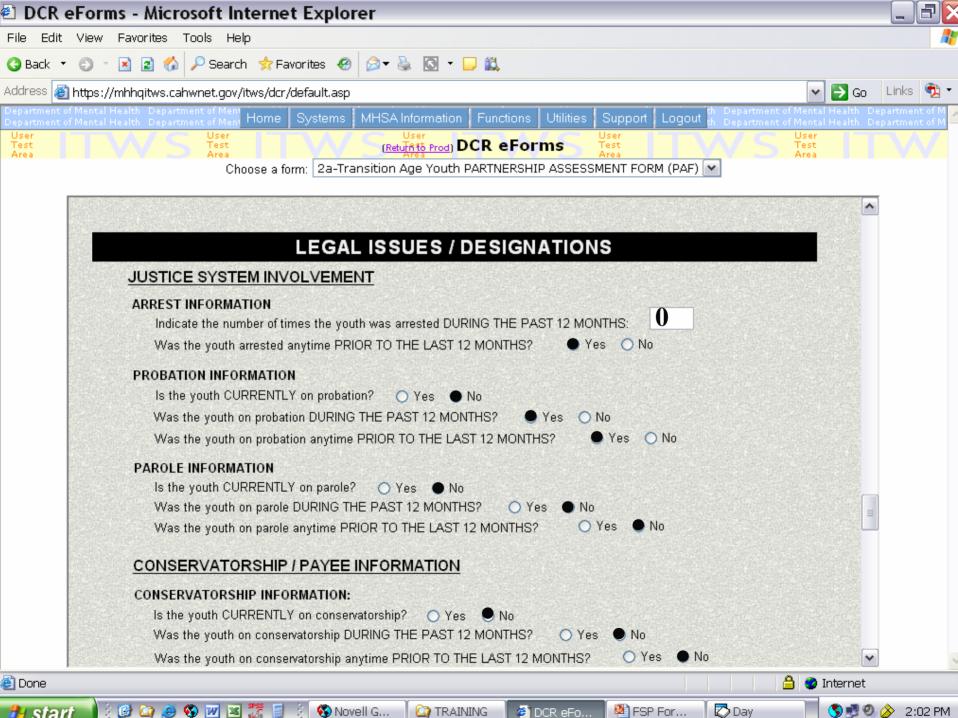


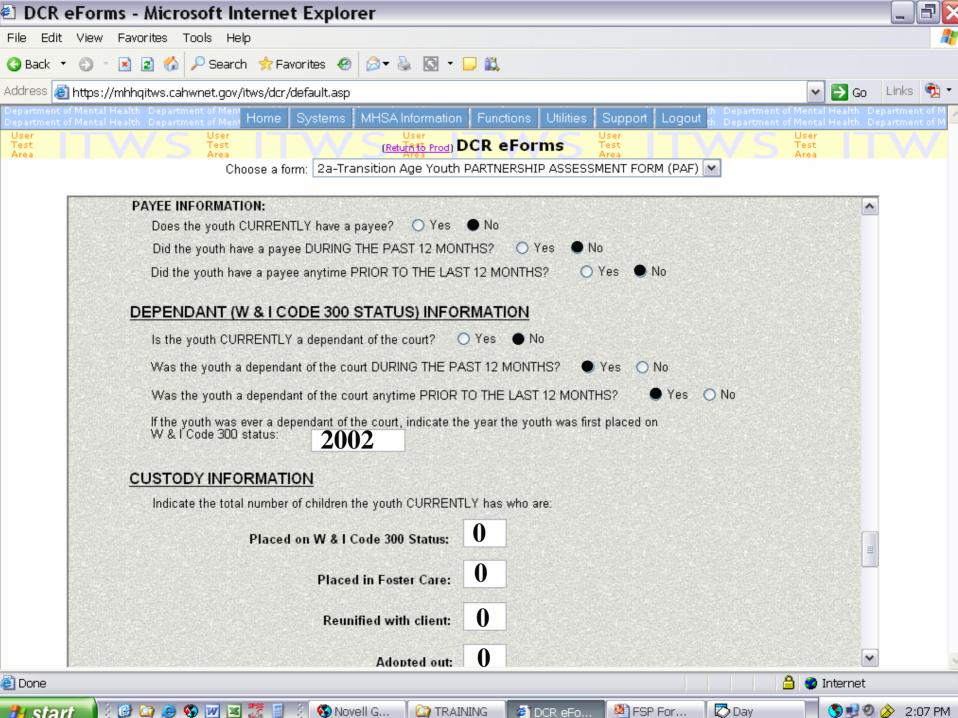


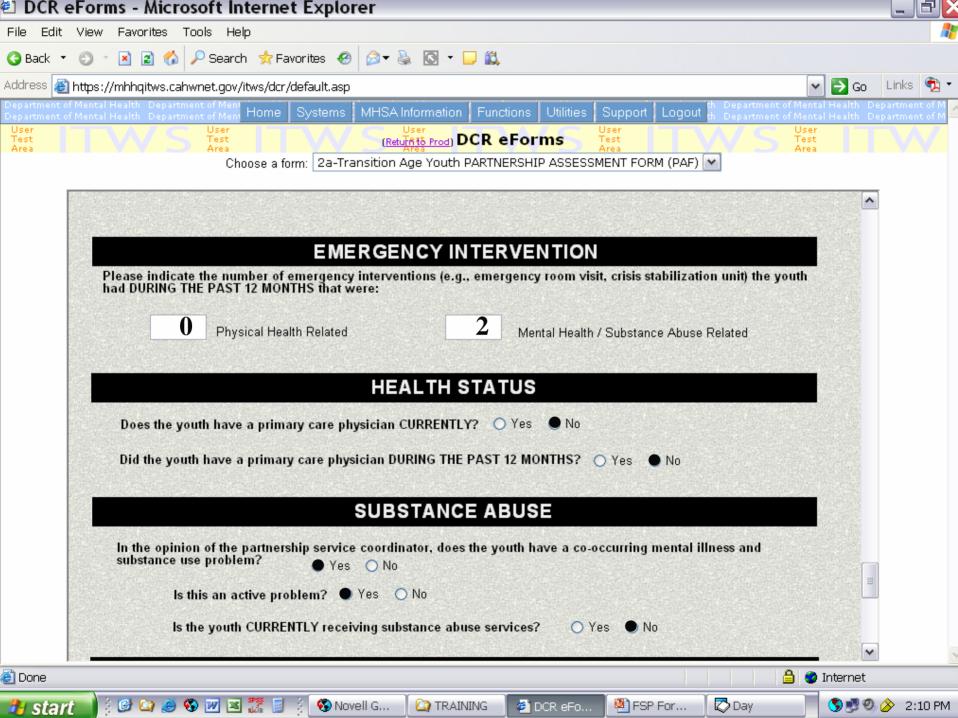


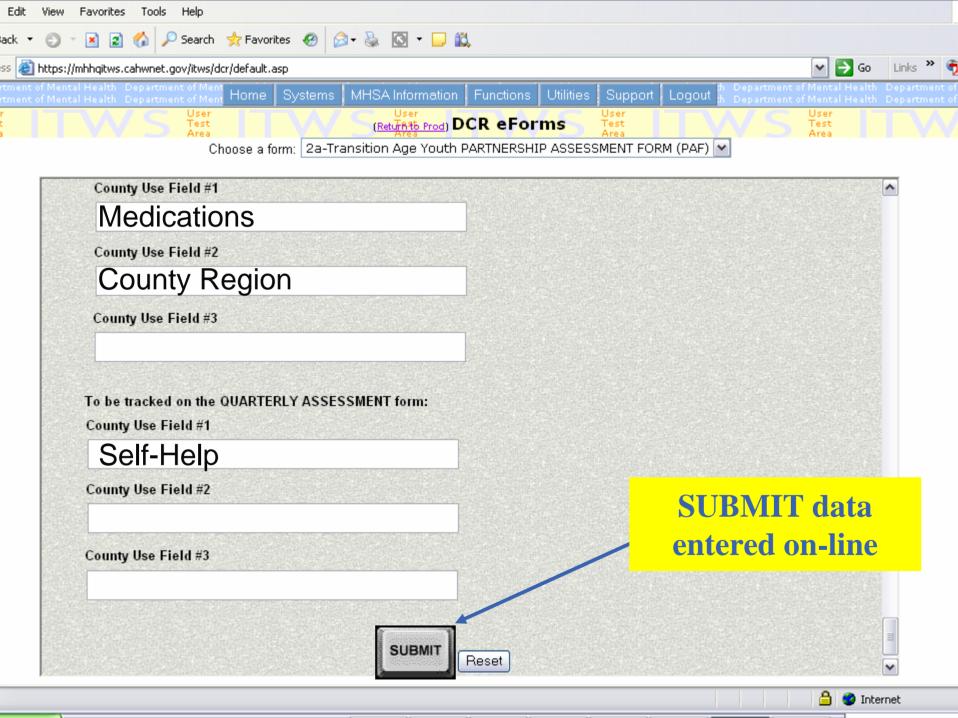


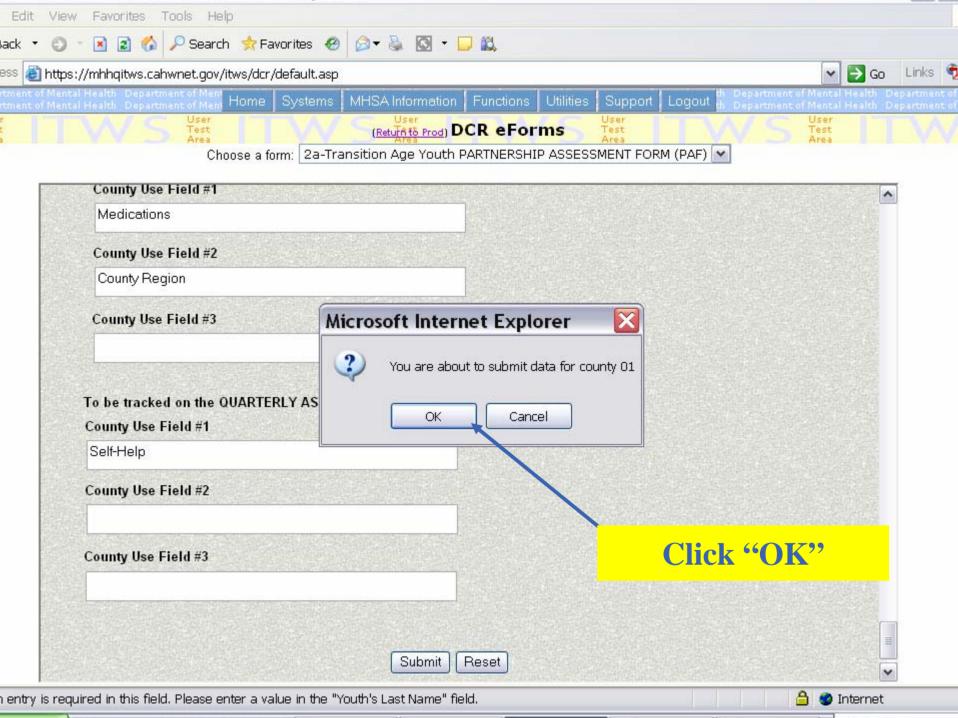


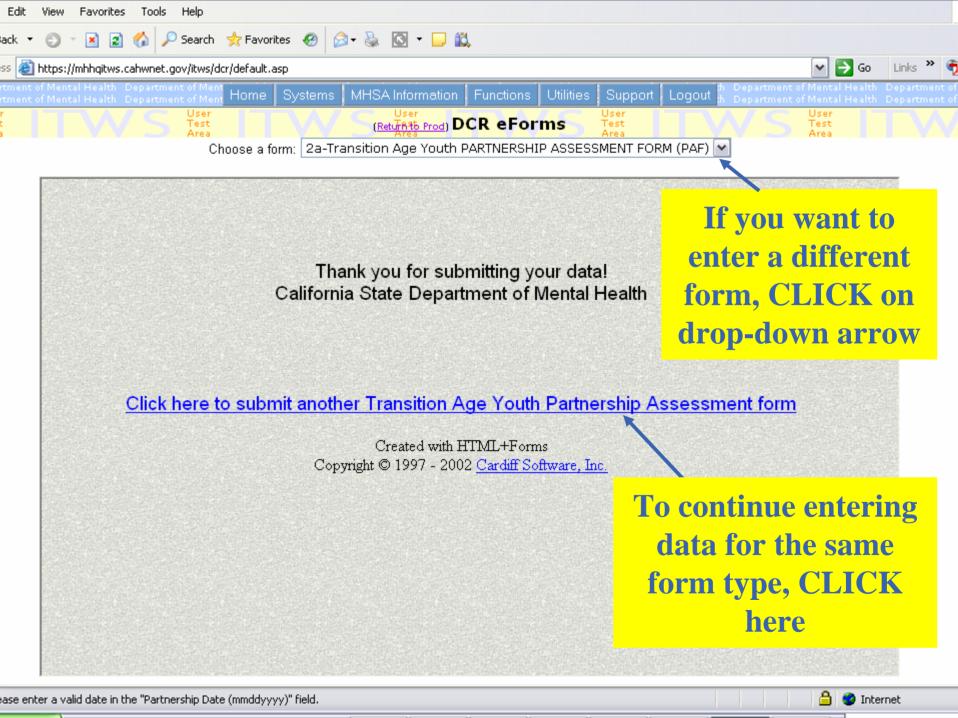




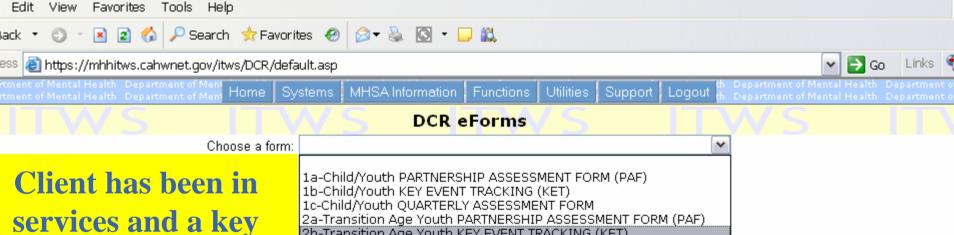






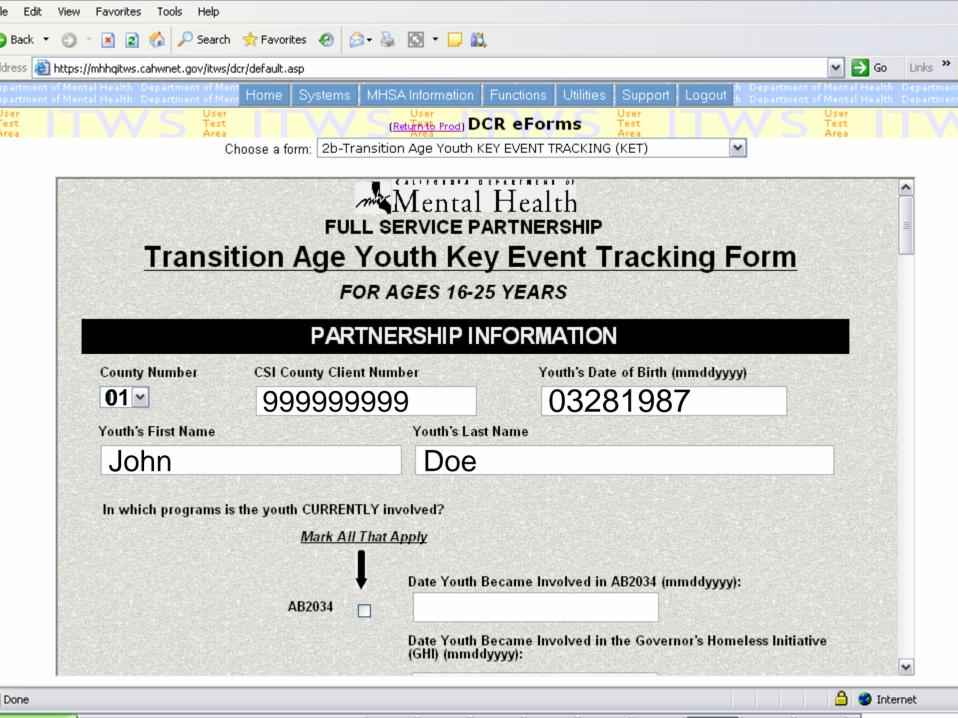


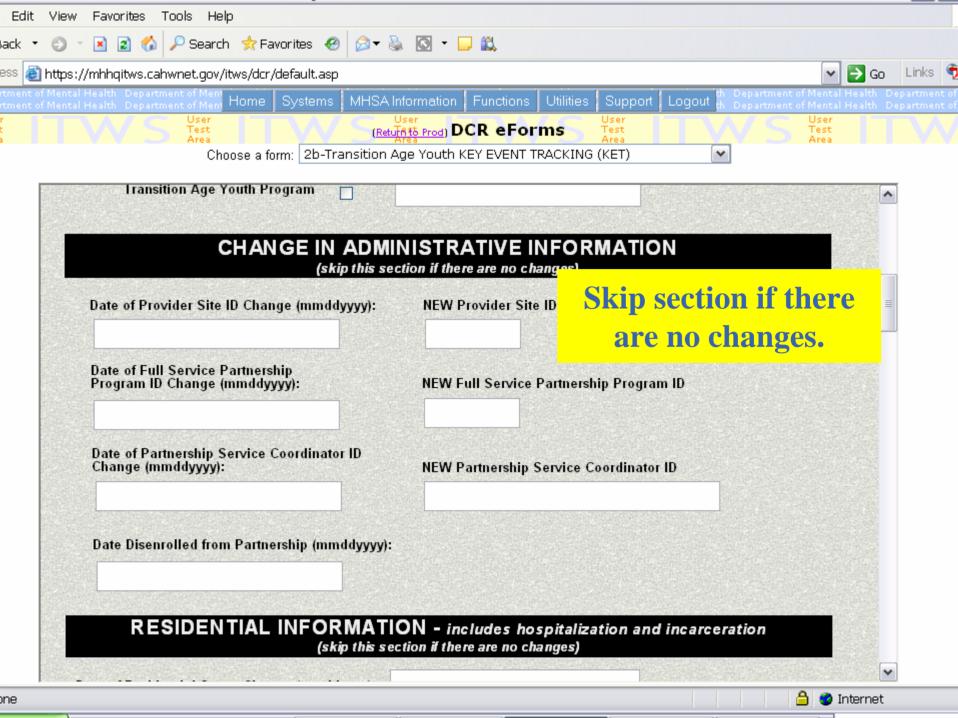
### KEY EVENT TRACKING FORM (KET)

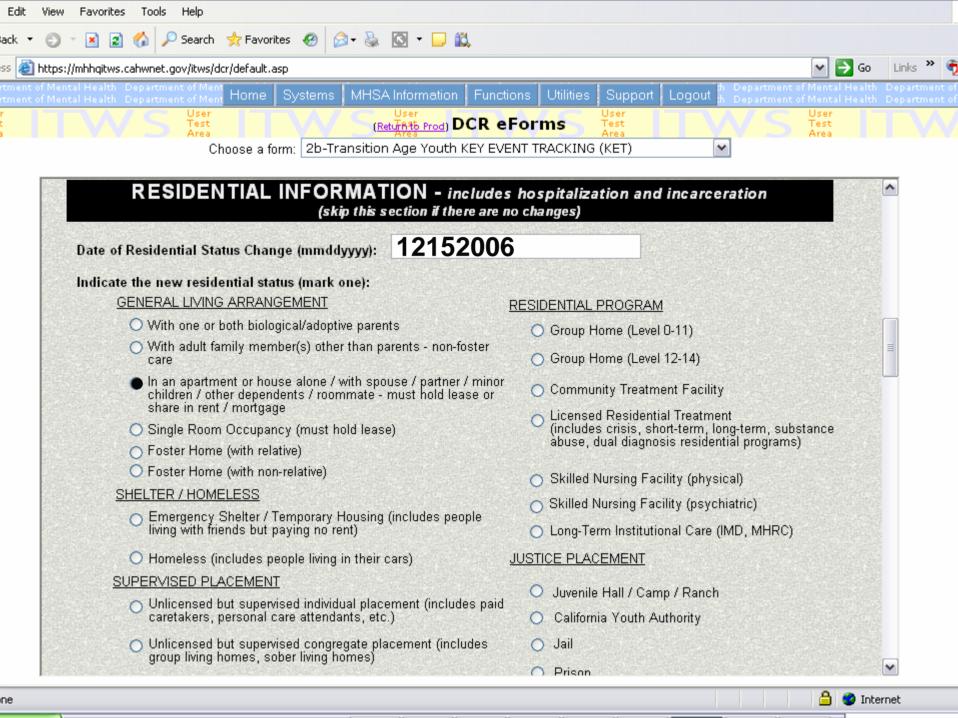


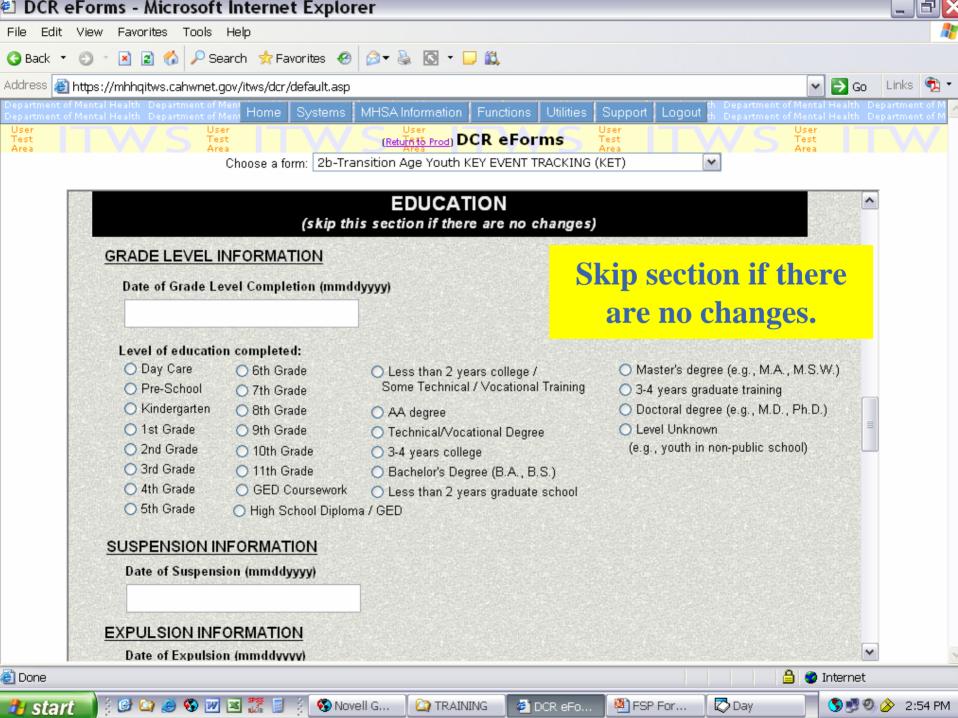
Client has been in services and a key event change has occurred. CLICK on the link for the Key Event Tracking form.

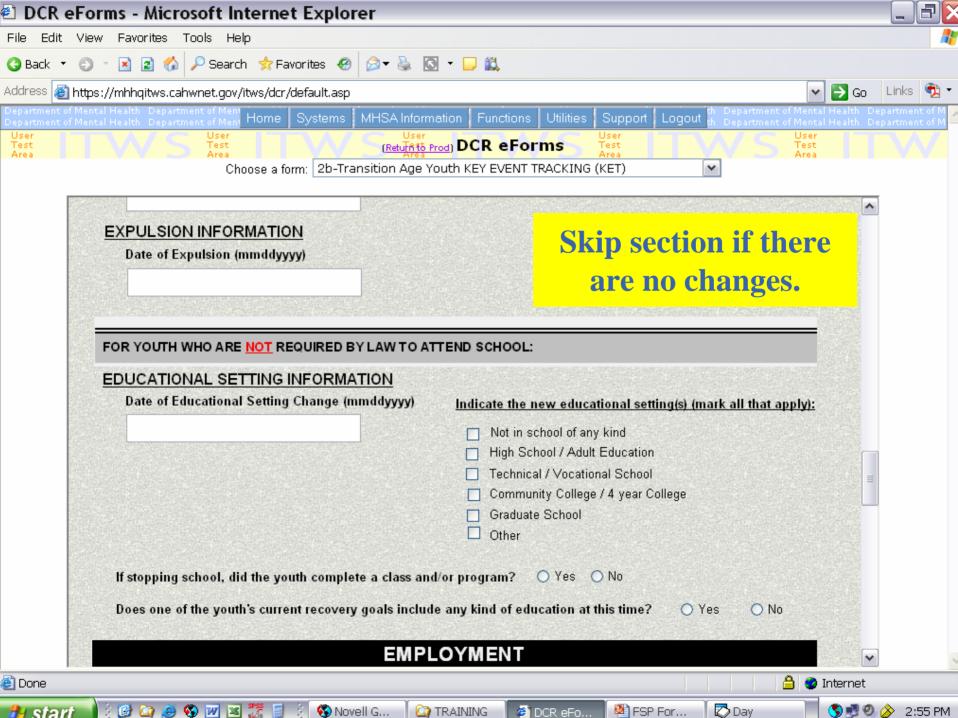
16-Child/Youth REY EVENT TRACKING (KET)
1c-Child/Youth QUARTERLY ASSESSMENT FORM
2a-Transition Age Youth PARTNERSHIP ASSESSMENT FORM (PAF)
2b-Transition Age Youth KEY EVENT TRACKING (KET)
2c-Transition Age Youth QUARTERLY ASSESSMENT FORM
3a-Adult PARTNERSHIP ASSESSMENT FORM (PAF)
3b-Adult KEY EVENT TRACKING (KET)
3c-Adult QUARTERLY ASSESSMENT FORM (3M)
4a-Older Adult PARTNERSHIP ASSESSMENT FORM (PAF)
4b-Older Adult KEY EVENT TRACKING (KET)
4c-Older Adult QUARTERLY ASSESSMENT FORM (3M)

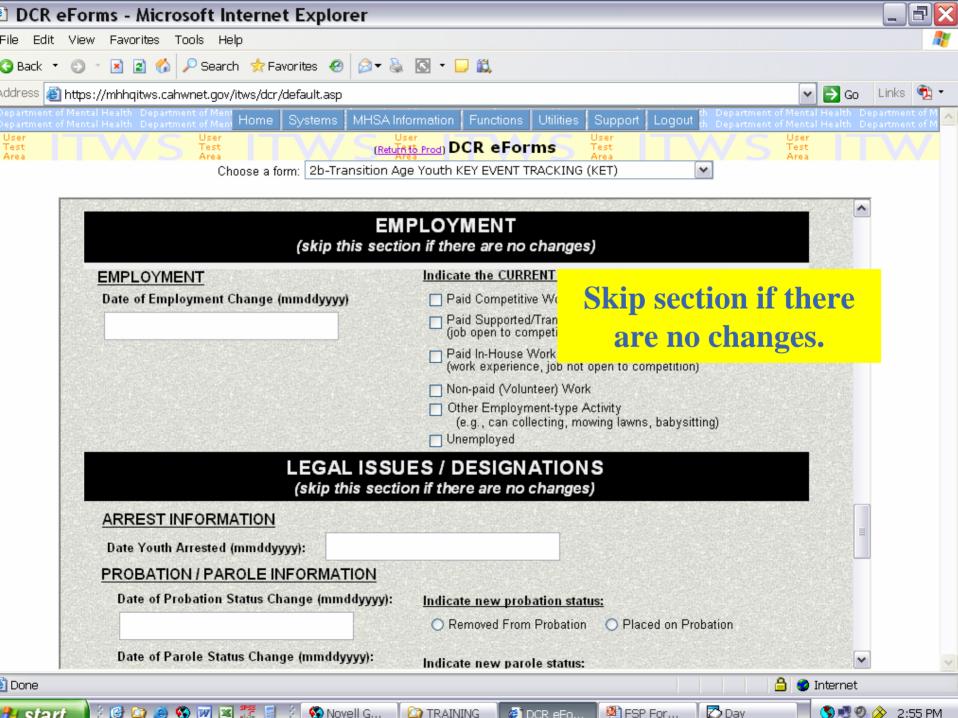


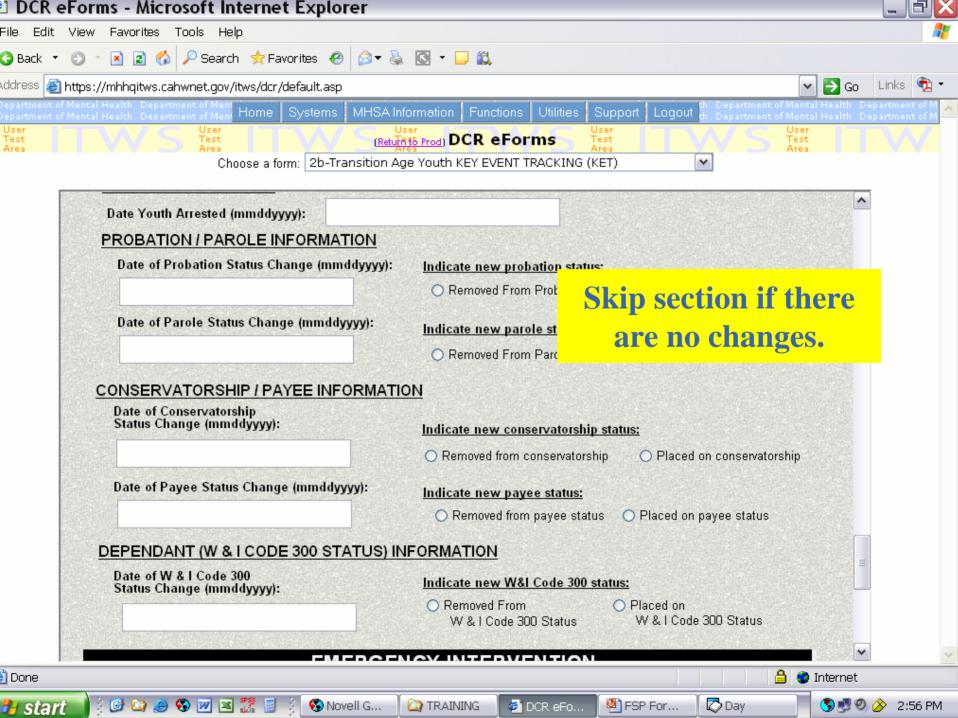


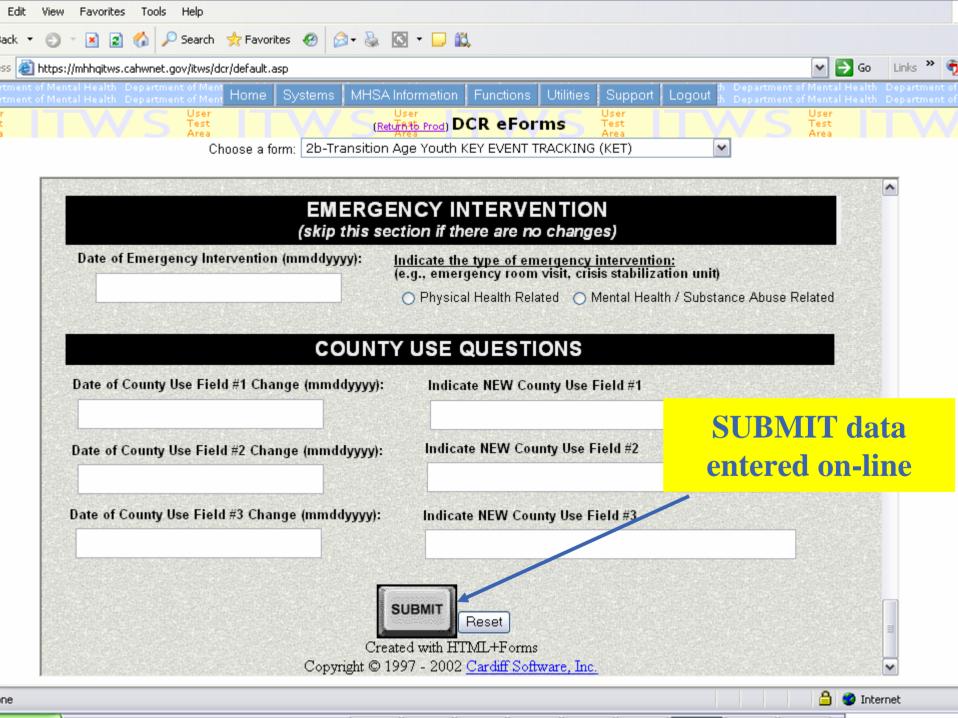




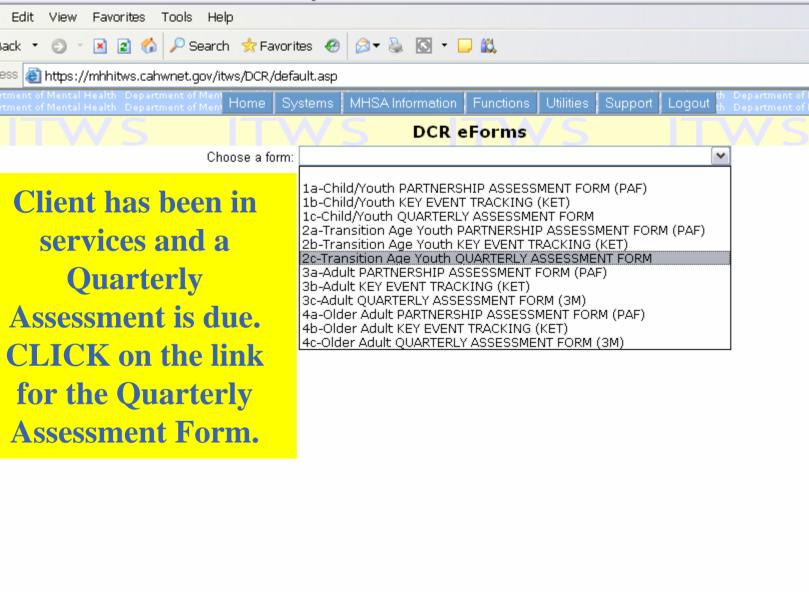




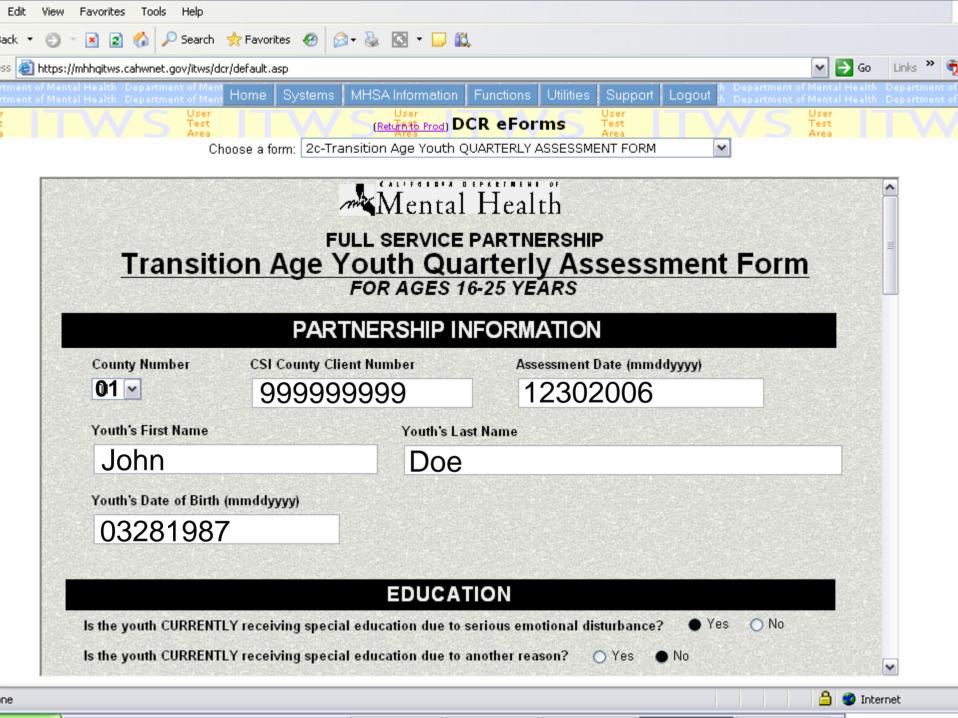


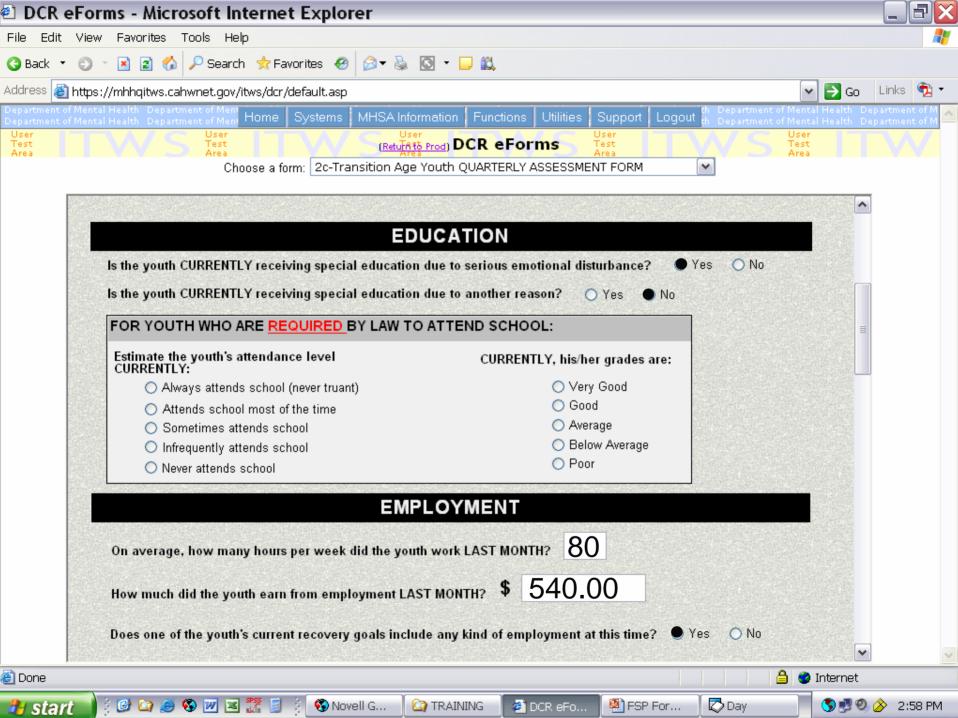


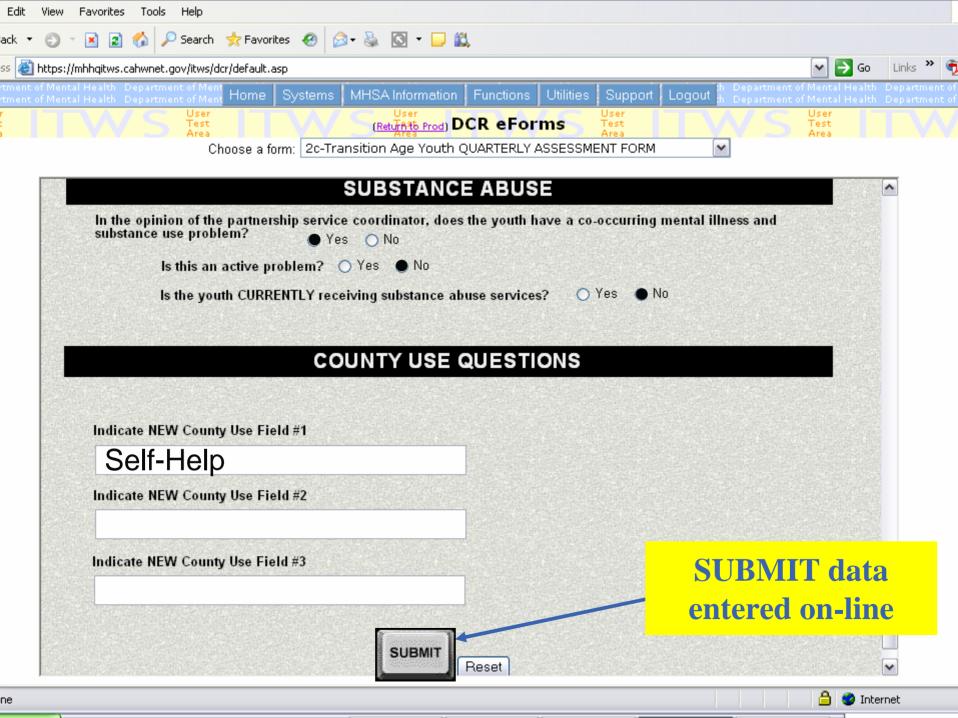
### QUARTERLY ASSESSMENT FORM (3M)



Go







#### Local System Data Reporting

#### XML Data Submission

#### Local System Data Reporting

- Counties are responsible for ensuring that the most recent version of the DMH XML Schema Definition (XSD) is used to submit data
- Current versions of the XSD can be downloaded from the DMH ITWS at <a href="https://mhhitws.cahwnet.gov/">https://mhhitws.cahwnet.gov/</a>

# **Getting Your Data Back**

### GETTING YOUR DATA BACK

Data available to authorized users via ITWS

Periodic download of data from DMH to ITWS

■ Data in XML format easily imported into Excel (DMH is researching other programs such as Access, SPSS, SAS)

# **Contacting DMH Staff**

#### DMH Performance Outcomes Contacts

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